



Anthem Mobile Provider Finder Frequently Asked Questions

Q: What is the Anthem Mobile Provider Finder?

A: Anthem Mobile Provider Finder is our newest consumer tool that allows you to search for in-network doctors and hospitals from your Web-enabled cell phone, PDA or similar hand-held device.

You can search for health care providers by name or by location and can further refine the search by provider type, specialty, gender, other languages spoken, accepting new patients and ability to serve as PCP.

Anthem Mobile Provider Finder allows you to call the health care provider, download directions to the health care provider's office, or add the health care provider to your contact list. (Note: Adding providers to the contact list may not work on all mobile devices.)

This new mobile tool is available to Connecticut, Maine, New Hampshire and Virginia members, and will expand to other WellPoint markets throughout 2008.

Q: How do I get to the Anthem Mobile Provider Finder?

A: To access the Anthem Mobile Provider Finder, type **www.anthem.com/mobile** in your Web-enabled cell phone or mobile device.

You can search for health care providers by name or by location and can further refine the search by provider type, specialty, gender, other languages spoken, accepting new patients and ability to serve as PCP.

Q: Can anyone use the Anthem Mobile Provider Finder?

A: Anyone with a Web-enabled cell phone or mobile device can access the Anthem Mobile Provider Finder at **www.anthem.com/mobile**. However, the purpose of the mobile directory is to highlight providers that participate in your health benefit plan, which is why you are required to select the plan in which you would like to search for providers. Once you select your plan from the dropdown, choose the [Next](#) button to continue. Or choose the [Back](#) button to go back to the State Selection page.

Q: How do I search for a physician?

Just type **www.anthem.com/mobile** in your Web-enabled cell phone or mobile device then select your state. Next, select the plan in which you would like to search for providers. Once you select the plan from the dropdown, choose the [Next](#) button to continue. Or choose the [Back](#) button to go back to the State Selection page.

Next, select the type of search you would like to execute. Location search allows you to search for providers of a specific provider type within a specified geographic area. Name search allows you to search for a provider by name. The [Back](#) button will take you back to the Plan Selection page.

You can further refine the search by specialty category, gender, other languages spoken, accepting new patients and ability to serve as PCP.



Q: How do I save the provider into my contacts and get driving directions to the provider's office?

A: From the Search Results page select your provider. You will see the provider's name, address and phone number on your screen.

To add the provider to your cell phone or mobile device's contact list, simply choose the Add to Contacts link on the page. You can also choose the Call Provider link to call the provider. Or choose the Directions link to get driving directions to the provider's office.